

1. Compliance Analyst

구분	내용
직무 설명	<ul style="list-style-type: none">▶Review the transaction / alert and highlight to Level 2 escalation if unusual activity is indicated▶Build on Process & Industry knowledge based on Fraud and Anti Money Laundering trends▶Adhere to the process requirements in accordance with established procedures and set standards.▶Complete assigned tasks independently in the established timeframe as per the process benchmarks▶Achieve the levels of productivity and quality as per the standards, agreed for the process.▶All data requirements (timesheets and process information) is accurately updated in a timely manner.▶Adhere to Organization Policies and Rules▶Develop subject matter expertise in Fraud, AML & Customer Experience domain▶Shoulder additional team responsibility and engage with members as relevant▶Respond to customer query in Korean Language
지원자격/우대사항	<ul style="list-style-type: none">▶Graduate – preferably in Commerce & Finance background (Bachelor’s Degree)▶English and Korean Communication – Strong Articulation & Written▶Must have knowledge of Korean AML and Compliance processes▶Logical & Analytical thought flow▶Team Player

2. Digital Marketing Campaign Strategist

구분	내용
직무 설명	<ul style="list-style-type: none">▶ Understand the workings of Digital Marketing programs and search engine optimization towards promoting appropriately the profit goal of the organization▶ Maintain campaign reporting, metrics, and site analysis, and oversee execution of campaign schedules and budgets▶ Experience in implementing optimization solutions, creating keyword packs, and providing bid and budget recommendations for Digital Marketing accounts/clients▶ Knowledge of various Digital Marketing reports to gather and analyses data at a campaign and account level. Also, should be able to provide reports to supplement optimization recommendations or incremental opportunities.▶ Capable of strategic and goal-driven optimization techniques tailored to a client's' requirements (branding, customer acquisition, lead generation or online sales) using Digital Marketing Search, Display, Mobile, and etc
지원자격/우대사항	<ul style="list-style-type: none">▶ Minimum Bachelor's Degree or equivalent practical experience with a strong academic record▶ 1 year of relevant digital marketing experience – Fresh grads with Marketing background will also be considered▶ Exposure to international clients highly preferable▶ Committed to high-quality customer service▶ Strong work ethic and capable of working individually as well as in a larger team▶ Excellent communication skills and demonstrated proficiency with written, spoken in languages required▶ Highly detail-oriented and capable of learning in a fast-paced environment▶ Demonstrated capability for critical thinking with an analytical outlook

3. Trust and Safety Associate

구분	내용
직무 설명	<p>[Role Description]</p> <p>Accenture is a trusted, innovative, comprehensive, and experienced partner to leading platform companies. The Trust and Safety offering within Accenture Operations helps keep the internet safe and helps platform companies accelerate, scale, and improve their businesses.</p> <p>Content moderators serve as an important line of defense by helping improve the quality and safety of online content while gaining hands-on job experience. You will deliver value to our clients, while making a larger impact on society.</p> <p>You will be responsible for analyzing and reviewing user profiles, audio, videos, and text-based content and/or investigating, escalating and/or resolving issues that are reported by users or flagged by the system. Due to the nature of the role, the user may be exposed to flashing lights or contrasting light and dark patterns.</p> <p>Content moderation is meaningful work that helps keep the internet safe. It may also be challenging, at times. In the context of this role, individuals may be directly or inadvertently exposed to potentially objectionable and sensitive content (e.g., graphic, violent, sexual, or egregious). Therefore, content moderators need strong resilience and coping skills. We care for the health and well-being of our people and provide the support and resources needed to perform their job role responsibilities. Active participation in Accenture’s well-being support program, designed specifically for the Trust & Safety community, provides valuable skills to promote individual and collective well-being.</p> <p>[Role Details]</p> <p>Review, classify and/or remove content according to client guidelines, using specific tools and channels</p> <ul style="list-style-type: none">▶ Understand and remain updated on changing client policies and guidelines▶ Investigate, resolve, and relay complex content issues to the broader Trust and Safety team▶ Serve as an advocate for the user community▶ Participate in process improvement initiatives that improve quality and efficiency of work▶ Participate in continuous training programs and workgroup discussions for optimal development in the role▶ Engage in conversation around socially sensitive topics with the purpose of keeping our communities safe

지원자격/우대사항

- ▶ Strong coping, emotional resilience, and stress-management skills
- ▶ Excellent comprehension, communication, and Korean skills
- ▶ Ability to perform duties objectively, devoid of inherent biases or personal beliefs, in the best interest of client policies
- ▶ Strong attention to detail
- ▶ Comfort synthesizing and analyzing information from multiple streams
- ▶ Strong critical thinking and decision-making skills
- ▶ Deep familiarity and passion for the internet, internet platforms, and internet culture
- ▶ High affinity and cultural awareness of political and social situations regarding the relevant market and region that will be supported
- ▶ Ability to work well individually and as part of a team
- ▶ Ability to work differing rotations/shifts and non-standard work hours
- ▶ Flexibility in meeting changing business needs in a fast-paced environment
- ▶ Commitment to quality, efficiency, and effectiveness
- ▶ Previous business process outsourcing, customer service, or content moderation experience is a plus

4. Customer Support

구분	내용
직무 설명	<ul style="list-style-type: none">▶ Participate in day-to-day operations for Client Operations and other cross-functional teams▶ Perform reviews and research in order to provide excellent customer support via email▶ Attain daily productivity goals while maintaining quality standards▶ Refine tools and processes around daily workflow, and maintain documentation for weekly management reporting▶ Open to overtime as needed to assist the global team in closing out high volumes
지원자격/우대사항	<ul style="list-style-type: none">▶ Able to speak and read English and Korean.▶ Preferred Bachelor's Degree any field.▶ Preferably Minimum 1 year of experience in Customer Service in an office/tech industry environment.▶ Comfortable working in situations that often contain grey areas▶ Excellent written communication skills, with an emphasis on English customer support▶ Passion for ensuring a world class user support experience.▶ Quick learner and adaptable to learn new processes, concepts and skills
비고	<p>[Training]</p> <p>Individuals are provided paid training (typically 1 month upon joining), depending on the group supported. Thereafter, you will transition to your respective schedule. You will also have opportunities to hone your functional skills and expertise in an area of specialization.</p> <p>We offer a variety of formal and informal training programs at every level to help you acquire and build specialized skills faster. Learning takes place both on the job and through formal training conducted online, in the classroom, or in collaboration with teammates. The sheer variety of work we do, and the experience it offers, provide an unbeatable platform from which to build a career.</p>

5. Customer Support (Voice)

구분	내용
직무 설명	<p>[Job Description]</p> <ul style="list-style-type: none"> ▶ Excellent communication skills to support Client employees/Partners/Applicants through email and video/hangout calls as needed. ▶ Further the goal is to support the Partner Managers to ensure that required processes for their partners are efficiently handled within the given viable timeframe. ▶ You will report to the Team Leader and Program Managers and liaise with all other support team members. <p>[Tasks and responsibilities]</p> <ul style="list-style-type: none"> ▶ Responding to assigned customer inquiries in a timely and professional manner ▶ Work together with our Partners to provide high-quality support through different channels ▶ Follow communication procedures, guidelines and policies ▶ Proactively liaise with cross-functional departments to obtain information and ▶ Report errors, improvements and feedback provided by our Partners ▶ Liaising between the Partner and internal teams via various methods (email and videoconference) ▶ Ensuring the timely and successful delivery of our solutions according to SLA's & requested deadlines ▶ Assisting with challenging Partner requests or highly escalated cases ▶ Develop deep knowledge of our products ▶ Meet and exceed personal/customer service team targets ▶ Able to troubleshoot issues independently ▶ Able to apply the knowledge in the documented SOP to make decision on what the root cause ▶ Analytical skills with demonstrated problem solving ability ▶ Ability to work in a fast-paced environment, Flexibility to work various shifts ▶ Good technical skills (should be able to refer SOPs and use client tools independently) ▶ Good organizational capacity, Empathic & enthusiastic personality ▶ Excellent communication skills, Team player, proactivity
지원자격/우대사항	<ul style="list-style-type: none"> ▶ Primary language: Korean (native) + English ▶ English proficiency spoken/written (B2)